SITSD
Service Desk

POB Web Portal
Customer User Manual

...its all about service

4/23/2012

Commonly Used Terms

Service Desk - The Service Desk is the primary point of contact for the customer.
You can reach the service desk at (406) 444-2000 or 1-800- 628-4917.

Super User - A customer who has the authority to submit cases for anyone in his/her organization. The Super User has the authority to view all cases within his organization.

Incident – - An incident is an unplanned interruption to an IT service. For example, something is broken - I cannot get to my email, my phone will not work.

Service Request – A Service Request is a request for a service i.e. moves a desktop, activate an email account, and add/delete a phone. Example: I need my password changed, I need information regarding billing…

Case – a record of a request for any kind of support from a customer about a product or service - currently the option is an incident or service request.

POB – Point of Business - The name of the Service Desk ticketing tracking tool from Wendia.

Priority – used to classify Cases according to their importance.

Urgency – works in close relation with Impact and Priority and helps determine the prioritization of Cases.

Impact – works in close relation with the Urgency and the Priority and helps define the impact a problem will have on the business processes in the organization it remains unsolved, i.e. whether the impact will be light, medium, or sever, etc.

Logging in

To access the SITSD Service Desk, go to the following URL. http://sitsdsupport.mt.gov

You will automatically be logged in. The home page is the "Announcements" page.

The Service Desk Online home screen has five tabs/options:

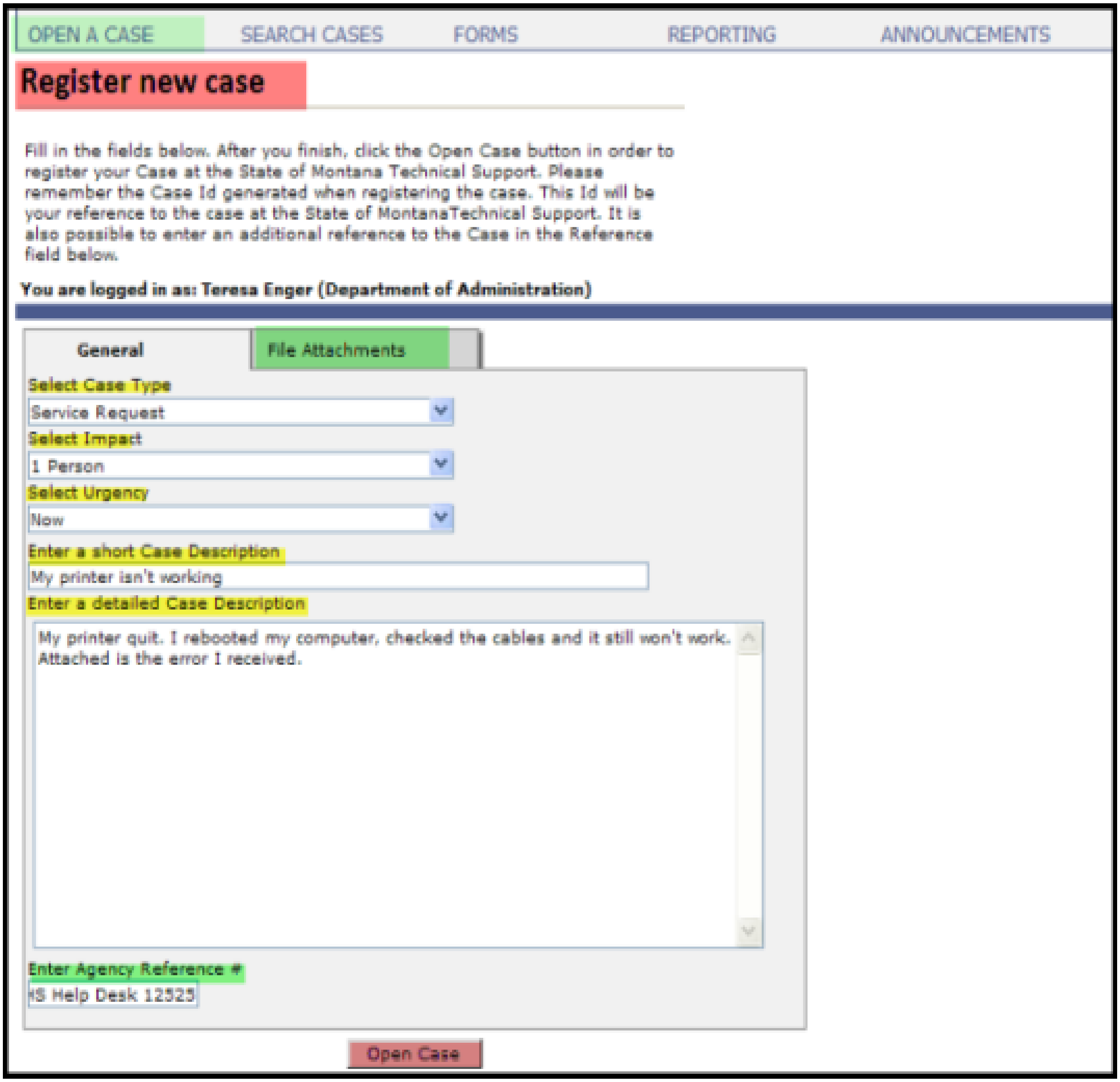
- **Open a Case** – Open and submit your incident or service request.
- **Search Cases –** Search your cases.
- **Forms** – Currently, this area hosts the Firewall and change form. Only those with specific rights can access the forms.
- **Reporting** – Available case reports.
- **Announcements** – Addressed to all users or all contact persons on the logon page. The list of announcements aimed at you personally or at you as a member of your organization.

1. ***Open a new case*: **Here you can register and submit your incident or service request.

   To register a new case:

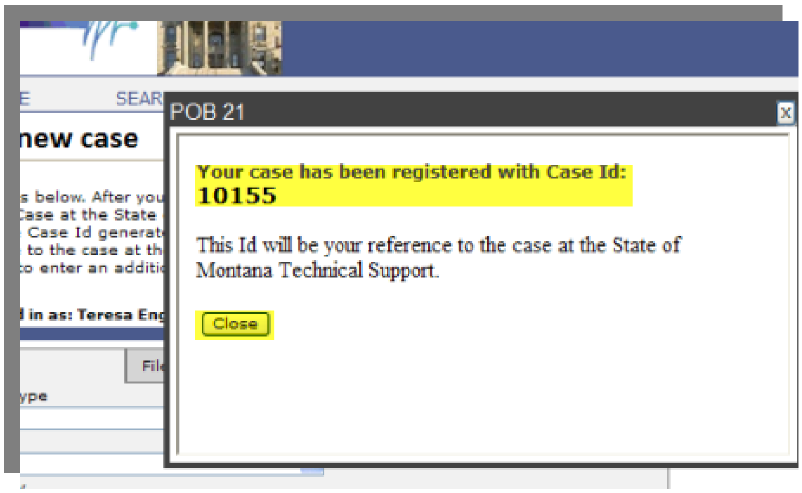
- Select ***Open a Case*** *on the announcement page.*
- **Select *Case Type:*** Select the drop down menu and chose one of two options
  Incident – something is broken – "I can't" questions
  Service request – "I need" something. Password reset, information etc.
- ***Select Impact***: How many users are affected?
- ***Select Urgency***: How soon do you need it?
- ***Enter a short description***: brief description of the error i.e. printer isn't working

- ***Enter a detailed Case description***: Describe in detail, the error and what attempts you tried to resolve the problem. There is a ***File Attachments*** tab to attach and submit screen shots etc.

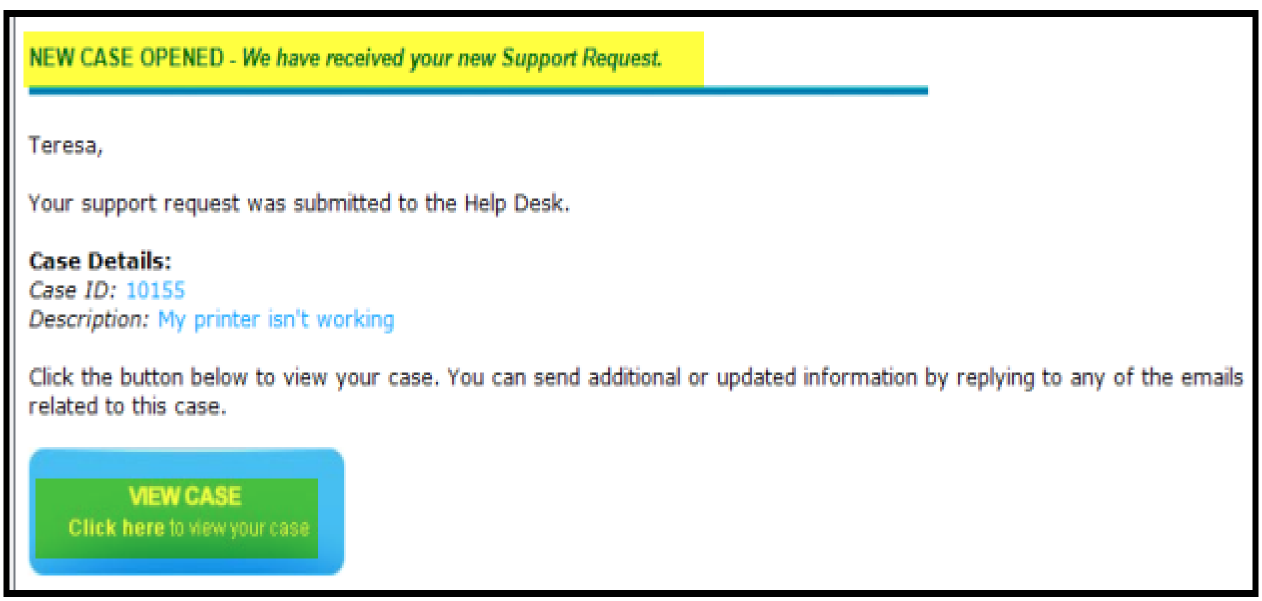


- *Select the **Open Case** button at the bottom of the page.*

After submitting the case, a popup appears with with your registered case *ID number*. This number is to reference your case. You can use this number at anytime to get the status of your case. Select ***CLOSE***.



You will now receive an EMail from the SITSD Service Desk stating your issue is received. The case is now opened and routed to the appropriate group. To view the Case details select the ***VIEW CASE*** button.



NEW CASE OPENED - *We have received your new Support Request.*

Teresa,

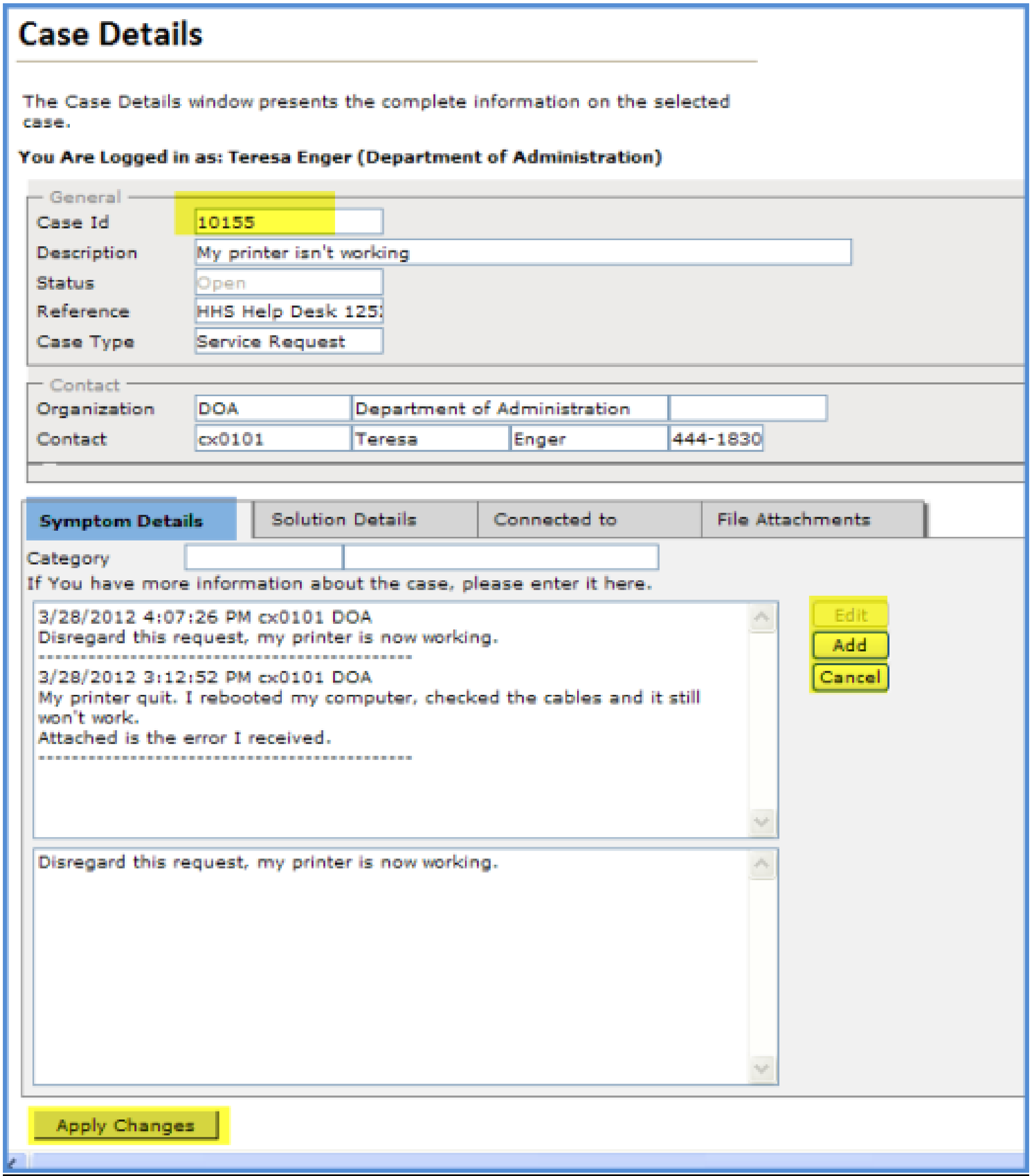
Your support request was submitted to the Help Desk.

Case Details:
Case ID: 10155
Description: My printer isn't working

Click the button below to view your case. You can send additional or updated information by replying to any of the emails related to this case.

VIEW CASE
Click here to view your case

The **Case details** screen:



Within the *CASE DETAILS* screen, you can add information.

Adding information;

- Select the *Edit button* – you will be presented with a new text field. Add additional information here.
- To save your text, select Apply ***Changes*** button. Upon saving your text, the Service Desk will receive an email indicating you have added information.
- To exit you must **X** out of the application.

Case Solved - When your case has been resolved, you will receive an email asking you to select one of three buttons.

*****NOTE*** - If you do not respond to this email within 48 hours, we will assume your issue is resolved and the ticket is closed.

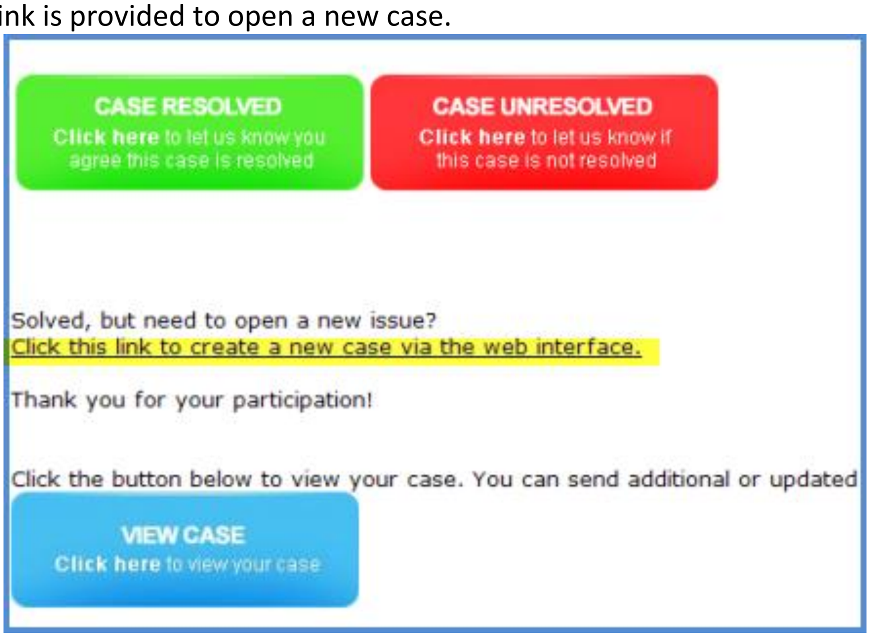
The three options are:

- Case Resolved – lets the Service Desk know you agree the case is resolved. An email is generated and additional comments can be added to the case.

- Case Unresolved – lets the Service Desk know the case is not resolved. An email is then generated and additional comments can be added to the case.

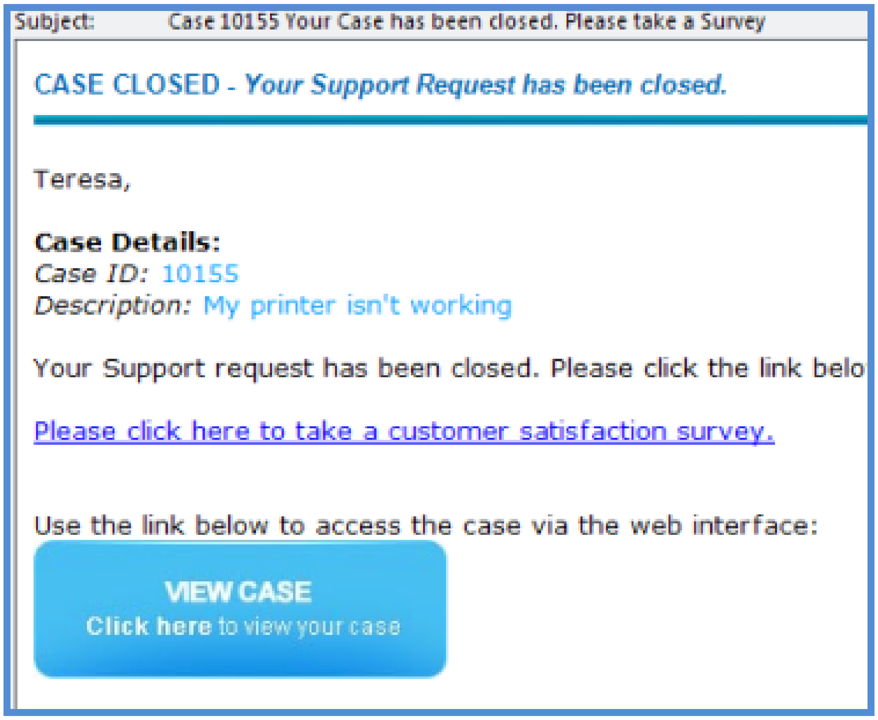
- View Case - view your case send additional or updated information.

In addition, a link is provided to open a new case.

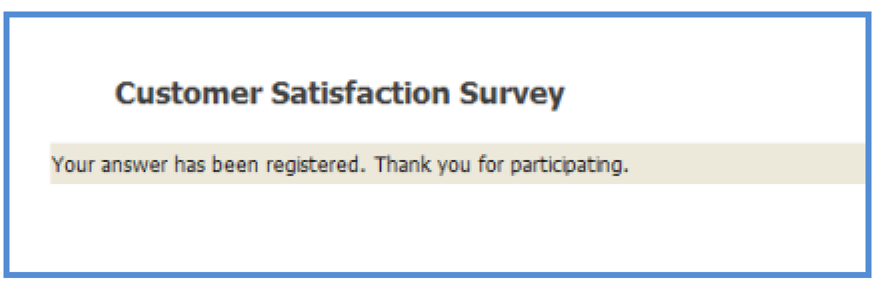


Case Closed – After you are satisfied with the resolution and you have submitted the email agreeing the case has been resolved the Service Desk will close the case.

You will receive an email indicating you Support Request is closed. In the email is an opportunity to click on a link to take a brief ***Customer Satisfaction Survey***.



After taking the survey, you will see the following:

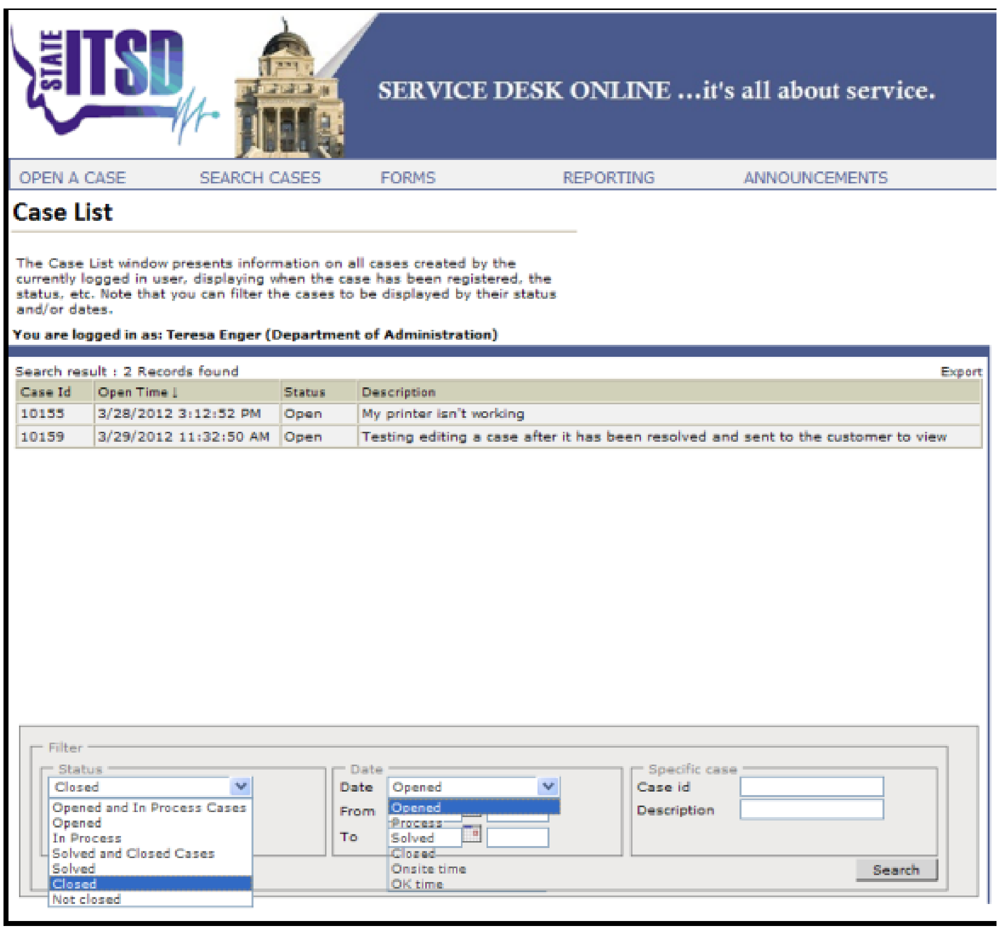


2. Search Cases

Select the ***Search Cases*** (drop down field) then *My Cases.*

- My Cases – Information on all cases created by the currently logged user, the registered cases the status, etc. You can filter by Status, Date or specific case. If you are a "***Super User***", you will see all tickets for your organization.
  - Double click on the case you are interested in viewing. The case details window contains all information on the selected case. Included is the symptom details, solution details, connected to (other related cases) and file attachments.
  - If you would like to add information to the case select the *edit* button, add the information and select the *apply changes* button.
- Knowledge – Cases which are solved and have the knowledge case type. This function is **NOT** available at this time – stay tune.

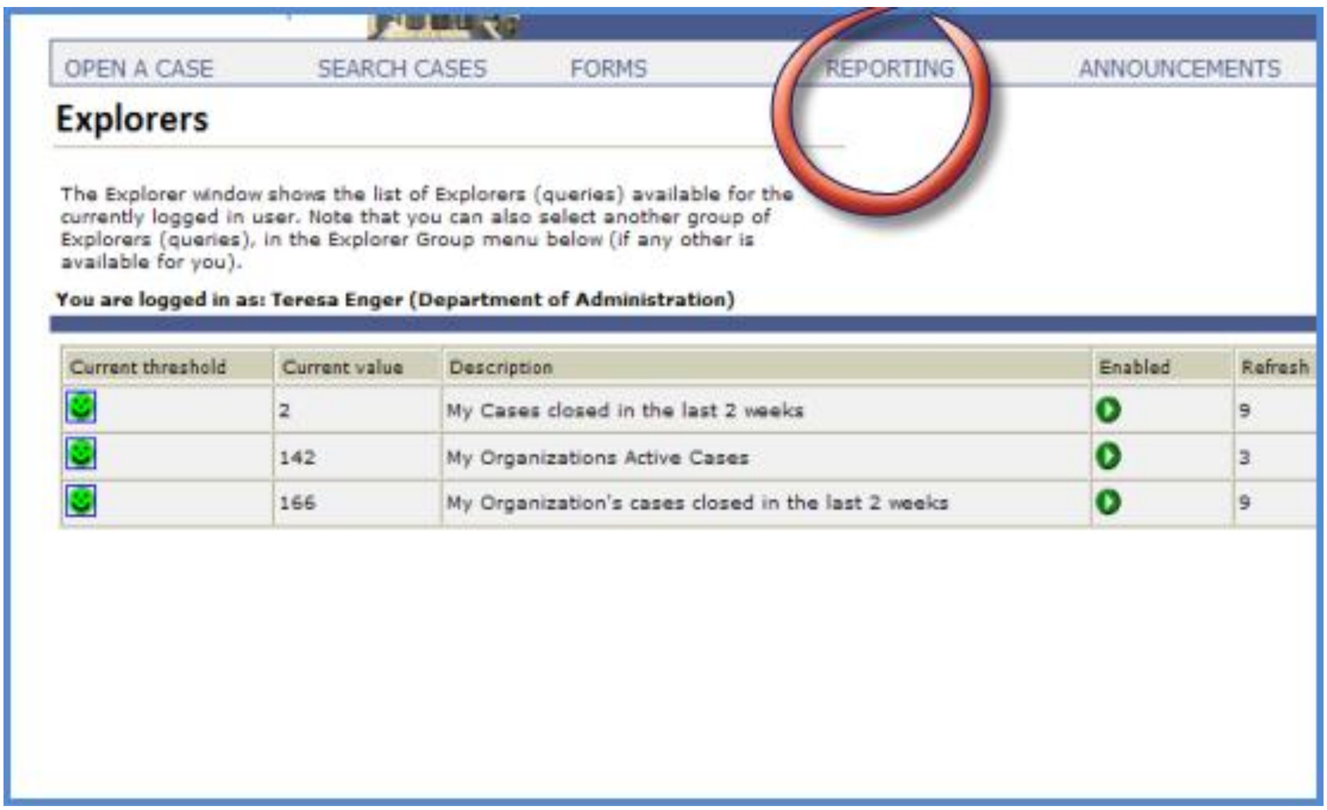
Filtering: You can filter your list of cases by Status, date and a specific case number.



3. **Forms**: - Currently, the only available form for the customer is the firewall form. In order to submit a firewall service request, you must be a member of the '! AGENCY IT SECURITY OFFICERS' active directory group.

4. **Reporting -** access and run the end user explorers and reports.

   - Explorer – shows list of queries available for the currently logged in user.
   - Reports – customized reports (at this time, there are none).



5. **<u>Announcements</u>** – Any announcements or information posted by the SITSD Service Desk will be posted here. In addition, the list displays all announcements that the logged in user has received.

Note - you can filter the announcement by your type and/or Importance.

If you would like, you can call the SITSD ServiceDesk and we will be happy to open a case for you! (406) 444-2000 or 1-800-628-4917

Thank you.